

# commercial cards Government Services News

Summer 2006  
Special Conference  
Edition

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**Global Transaction Services**  
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## Citibank® Commercial Cards, Government Services at the 8th Annual GSA SmartPay Training Conference

**Meet us in Saint Louis...where Citibank will once again take an active role in the GSA SmartPay Training Conference. Known as the Gateway to the West, Saint Louis is the perfect setting to explore best practices and new ideas for taking your card programs to new heights. For your convenience all Citibank sessions are located on site at the Renaissance Grand Hotel. We have designed our sessions – from interactive roundtables and informative presentations, to hands-on training and live demonstrations – to be your gateway to learning!**

### **The Citibank Welcome Center**

#### **Your Gateway to Exploring New Heights**

Make the Citibank Welcome Center the first stop in your travels this year. Located in Majestic C on Level Two of the Renaissance Grand Ballroom Plaza, our Welcome Center is open every day from Monday, July 31 through Thursday, August 3rd. Here you'll find dedicated Citibank staff, including your

Client Account Services (CAS) Managers and Business Development Managers, ready to assist you. In addition, representatives from the National Industries for the Blind will be available to give you information on their newest and most popular product offerings. And don't forget to return Wednesday and Thursday to view our slide show...a collage of you and your peers in action.

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### Every Successful Expedition Begins with a Plan

The world's greatest explorers start each journey with a goal in mind, mapping out where they are going and how they plan to get there. The GSA SmartPay Training Conference – with its many learning opportunities – is no different. So to start you off on the right path, Citibank is once again offering its beneficial overview session, "Navigating the GSA SmartPay Training Conference." Intended to help you create a personalized schedule, we will help you select the presentations and hands-on sessions that meet your unique goals and objectives. Separate sessions for Navy (Majestic D) and Veterans Affairs (Majestic F), as well as all other clients (Majestic E) will run concurrently on Level Two of the Renaissance Grand Ballroom Plaza, Tuesday, August 1st from 10:15 a.m. until 11:00 a.m.

### Let Citibank Help You Delve Deeper

The Citibank Technical Demonstration Center, located in Landmark 5 on the first floor of the Renaissance Grand Hotel, gives you access to our technology experts for one-on-one assistance and hands-on training. And this year, in addition to our live demonstrations, we are again offering our series of 10-minute "mini-sessions" based on subjects you have asked about. These mini-sessions will cover a variety of topics related to the CitiDirect® Card Management System, Citibank® Custom Reporting System, Citibank® Electronic Reporting System and Citibank® Online Statements. Our Demonstration Center will be open Monday from 1:00 p.m. to 4:00 p.m., Tuesday from 11:30 a.m. to 5:00 p.m., Wednesday from 8:00 a.m. to 5:00 p.m. and Thursday from 8:00 a.m. to 1:00 p.m. Be sure to check out the schedule of mini-sessions on page five.

### Make a New Discovery

In addition to some of our most popular sessions, Citibank has also added some new topics based on feedback over the course of the last several years.

- **Citibank Presents: Credit Card Basics**  
Ideal for all attendees, this session will focus on the fundamentals of commercial card processing – exploring both systemic and procedural techniques to help you reduce agency cycle times, increase efficiencies and improve spending visibility.
- **Citibank Support: Training Guide for the Experienced A/OPC**  
We have enhanced our traditional A/OPC session especially for more experienced users. Whether you want to take your program administration to the next level or simply need a refresher – our session geared toward the experienced A/OPC will help you further streamline your day-to-day processes.
- **Hands-On Training for the Citibank® Custom Reporting System**  
This year, to better accommodate you, we have added a second Hands-On Training room specifically for Citibank Custom Reporting System sessions.

### Meet Me at the Fair Party!

Let Citibank take you back in time with our Meet Me at the Fair party, co-sponsored by MasterCard. Join us for our annual client appreciation event at 7:00 p.m. on Tuesday, August 1st in Exhibition Hall 3 of the America's Center. Take a stroll through the 1904 World's Fair while enjoying a festive evening of ragtime music, DJ dancing, snacks, and fun. ●



### Meet Me at the Fair Party!

**Experience the thrill of the 1904 Saint Louis World's Fair...in 21st century style!**

Join us for an evening of fun, dancing, snacks and a world-class adventure.

**When:** Tuesday, August 1st  
7:00 p.m. - 10:00 p.m.

**Where:** America's Center  
Exhibition Hall 3

**Dress code:** Casual and festive



# Innovators in Government Cards

**Just as in the days of the old West, things change pretty quickly. Although we are no longer exploring new territories out West – our government clients are always coming up against new challenges and issues, many of which impact their cards programs. We have been lucky that the SmartPay program has given us the opportunity to work with some of the country's most innovative programs and agencies to help them achieve their goals – from expansion to consolidation.**

Below is a sampling of our clients' experiences with the SmartPay program that we wanted to share. In addition, we will all have the tremendous opportunity to network, catch up and learn something new at this year's Conference. We salute you all and continue to be proud to be part of the SmartPay program!

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## **The Department of Veterans Affairs**

One of Citibank's largest and long standing Commercial Cards client, the Department of Veterans Affairs (VA) has successfully established the capability to remit payments the same day they receive an invoice. This streamlined process has maximized the efficiencies of their purchase card program. They have optimized their finances – giving them improved cash flows to support their various programs assisting U.S. veterans.

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## **General Services Administration**

The General Services Administration (GSA) has one of the largest and most successful purchase and travel card programs in the industry. GSA's efficient management has significantly reduced their overall costs and their success has led them to become a great facilitator in seeking and finding solutions.

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## **Department of Homeland Security**

In 2003, the Department of Homeland Security (DHS) was formed – bringing 22 separate government agencies under one organization. Citibank and DHS worked together to create a travel card program, converting employees from the Federal Emergency Management Agency, Customs and Border Protection and the Transportation Security Administration (as well as many others) over to the new program in just three months.

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## **Department of the Treasury**

With 14 bureaus, the Department of the Treasury is one of the leaders in best practices and standards in the government card industry today. In addition to a very supportive, proactive team that oversees the administration of the entire Treasury's travel and fleet card programs – each of the bureaus also adds its own level of innovation and commitment to making their individual card programs more effective.

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## **Department of Commerce**

Always first in line for pilot programs, the Department of Commerce (DoC) has been an exceptional partner to Citibank and others in the industry – winning the Visa Optimization Award in 2005 for their dedication to moving forward with new and innovative programs. With their support, Citibank has developed, enhanced and refined many of its programs and technology.

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## **Department of the Navy**

The Department of the Navy (DoN) has established an electronic process that seamlessly integrates their card program with their multiple accounting and payment systems. Used for appropriated fund types, this streamlined process allows for the review, reallocation and split reallocation of fund codes within the CitiDirect® Card Management System.

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## **Department of State**

The Department of State has realized a number of efficiencies by centralizing their card program management and operations in Washington DC for their more than 250 overseas posts and embassies worldwide, as well as their 32 domestic bureaus and offices.

One of the cornerstones of this centralized management is their turnkey “toolkits” for administering special requests such as threshold increases, changes in merchant category codes and one time requests. The Toolkits consolidate all critical information in one location, the success of which will be one of the roundtable topics at the GSA conference.

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#### **United States Postal Service**

The United States Postal Service (USPS) has instituted several enhancements that are helping to improve the overall performance of their Travel Card program. Split disbursements have enabled the USPS to pay 80% of the charges to their individual accounts directly, reducing payment turn days and drastically reducing delinquency rates. Cardholder access to statements and payments via the Web using Citibank® Online

Statements has also helped improve their card program while enhancing the cardholder experience.

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#### **Department of Transportation**

With an eye to continually improving their processes, the Department of Transportation (DOT) is integrating their travel program with GovTrip and working with Citibank to incorporate card expiration dates into files to upload to their database. They are also planning to implement split disbursements for individually billed accounts early in FY 2007 with the goal of paying as much as 80% of their individually billed account volume within 10 to 15 days.

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#### **Social Security Administration**

Working with Citibank, the Social Security Administration (SSA) put Visa's Program Optimization tools to use in an effort to

further increase the effectiveness of their purchase card program. As a result, they identified an incremental \$20 million in disbursements that could be moved from draft check payment to the purchase card.

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#### **Department of Labor**

The Department of Labor (DoL) was the first department to achieve all green condition on the OMB's President's Management Agenda. With purchase, travel and fleet card programs – the DoL has successfully developed a system that gives it better overall transaction control across its many and diverse agencies, each with differing card parameters.

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#### **Smithsonian Institution**

With its proactive management style and creative approach to its purchase and travel card programs, the Smithsonian Institution has long been a leader in the commercial cards arena – bringing new and innovative ideas to Citibank's Technology Advisory Group.

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#### **United States Agency for International Development**

The United States Agency for International Development (USAID) operates a global card program in their missions and bureaus around the world. They have efficiently leveraged the Citibank® Custom Reporting System to identify opportunities for improving their program, and reduced costs and maximized their return by paying Citibank invoices immediately upon receipt.

# Technology Tip

#### **Did you know....**

**You can use four new attributes to group your transactions by the post date into monthly, quarterly and annual summaries? These attributes are in the Transaction Attributes window of the Dynamic Report Builder and Object Browser and are called:**

- Transaction Post Date by Month – Summarizes transactions into separate months
- Transaction Post Date by Quarter – Summarizes transactions into separate quarters
- Transaction Post Date by Year – Summarizes transactions into separate years
- Transaction Post Date by Year-Month – Summarizes transactions into separate months, also displaying the year

These transaction data attributes are most useful in summarizing transaction amounts and counts by month, quarter or year. The report must include a metric to summarize.

As an example, rather than run two reports with a filter for transaction post dates in January and February, you can run one report with a transaction post date range of 1/1/2006 to 2/28/2006 and the report will group the transaction metrics into the appropriate month.

**IMPORTANT REMINDER: It is important that you place a transaction post date filter in the report when you use these attributes. Otherwise, the report will run against all existing data and may take an extended time to complete or terminate prior to completion.**

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#### Government Services News

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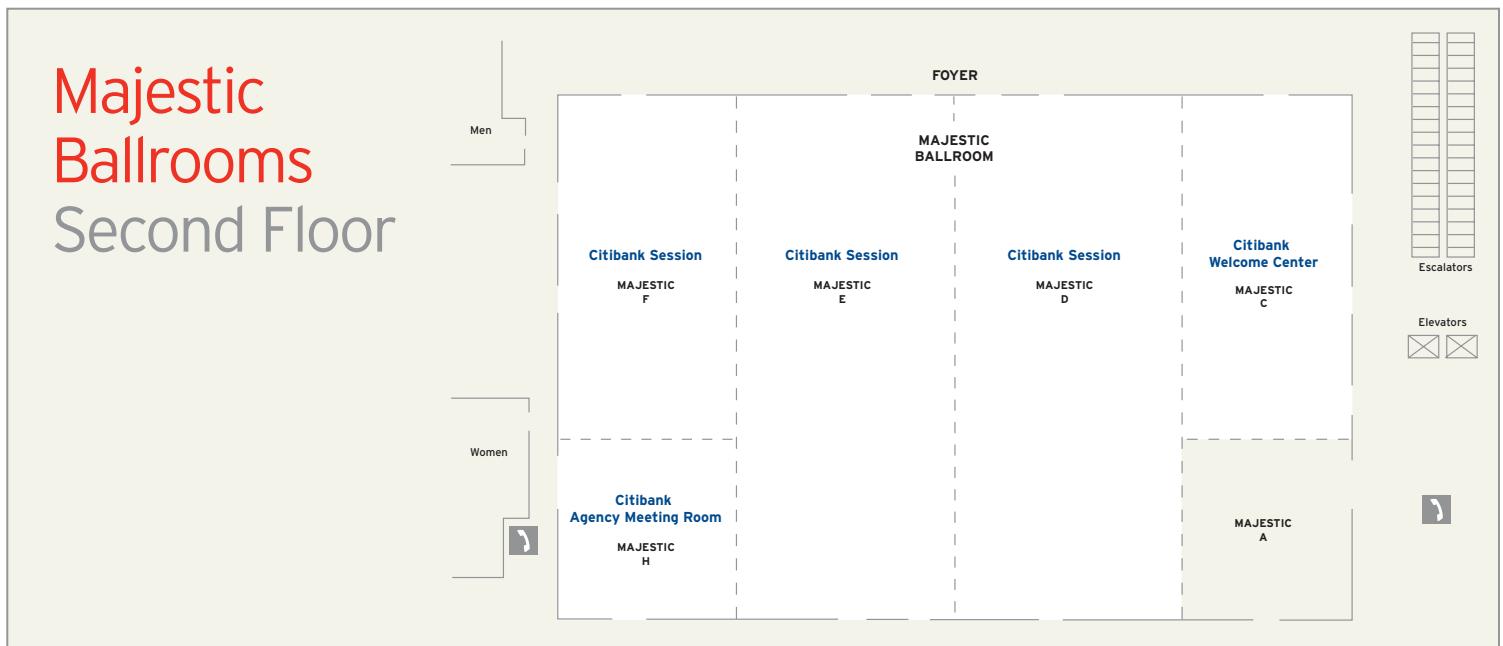
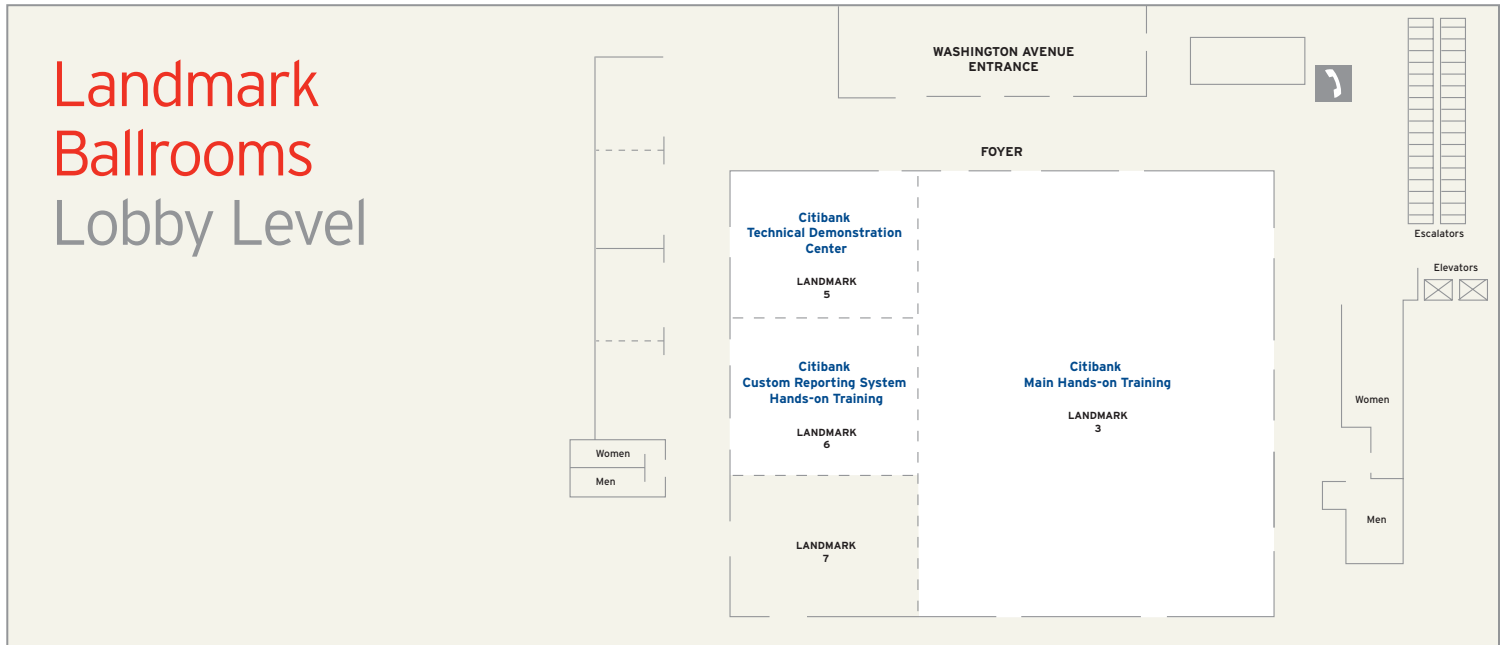
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## Technical Demonstration Center **Mini-Sessions**

Mini-Sessions	Day	Time
<b>Citibank® Online Statements</b>		
Travel Individually-Billed Payments	Tuesday	2:00 - 3:10 p.m.
Self Registration	Tuesday	3:30 - 4:40 p.m.
A/OPC Entitlements	Wednesday	8:00 - 9:10 a.m.
<b>CitiDirect® Card Management System</b>		
Online Application	Wednesday	9:30 - 10:40 a.m.
Transaction Reallocation	Thursday	9:30 - 10:40 a.m.

Mini-Sessions	Day	Time
<b>Citibank® Electronic Reporting System</b>		
TBR Reports	Wednesday	3:30 - 4:40 p.m.
Uploading Files	Thursday	8:00 - 9:10 a.m.
<b>Citibank® Custom Reporting System</b>		
Report Subscription	Wednesday	2:00 - 3:10 p.m.
Exporting Data	Thursday	11:00 a.m. - 12:00 p.m.

# Citibank Schedule **At a Glance** Renaissance Grand Hotel GSA SmartPay Conference 2006

Time	Event	Location: Renaissance Grand Hotel
<b>Monday, July 31st</b>		
1:00 p.m. - 4:00 p.m.	Citibank Welcome Center	Majestic C - 2nd floor
1:00 p.m. - 4:00 p.m.	Citibank Technical Demonstration Center	Landmark 5 - 1st floor
<b>Tuesday, August 1st</b>		
10:15 a.m. - 11:00 a.m.	Navigating the GSA SmartPay Conference for Department of Navy	Majestic D - 2nd floor
10:15 a.m. - 11:00 a.m.	Navigating the GSA SmartPay Conference for Citibank Clients	Majestic E - 2nd floor
10:15 a.m. - 11:00 a.m.	Navigating the GSA SmartPay Conference for Veterans Affairs	Majestic F - 2nd floor
11:30 a.m. - 5:00 p.m.	Citibank Welcome Center	Majestic C - 2nd floor
11:30 a.m. - 5:00 p.m.	Citibank Technical Demonstration Center	Landmark 5 - 1st floor
12:30 p.m. - 1:40 p.m.	Citibank® Travel Card Electronic Tools Overview	Majestic D - 2nd floor
12:30 p.m. - 1:40 p.m.	Citibank® Purchase Card Electronic Tools Overview	Majestic E - 2nd floor
12:30 p.m. - 1:40 p.m.	CitiDirect® Card Management System, Hands-on Training for New Users	Landmark 3 - 1st floor
12:30 p.m. - 1:40 p.m.	Citibank® Custom Reporting System Using Filters, Hands-On Training for Advanced Users	Landmark 6 - 1st floor
2:00 p.m. - 3:10 p.m.	Credit Card Basics, presented by MasterCard and Citibank	Majestic D - 2nd floor
2:00 p.m. - 3:10 p.m.	Program Optimization for the Purchase Card, presented by Visa and Citibank	Majestic E - 2nd floor
2:00 p.m. - 3:10 p.m.	CitiDirect® Card Management System, Hands-On Training for Experienced Users – Purchase Card Reallocation	Landmark 3 - 1st floor
2:00 p.m. - 3:10 p.m.	Citibank® Custom Reporting System – The Basics, Hands-on Training for New Users	Landmark 6 - 1st floor
3:30 p.m. - 4:40 p.m.	Citibank Best Practices for Payments, Collections and Managing Delinquencies in Your Travel Card Program	Majestic D - 2nd floor
3:30 p.m. - 4:40 p.m.	Techniques for Establishing a Successful Audit Process	Majestic E - 2nd floor
3:30 p.m. - 4:40 p.m.	CitiDirect® Card Management System, Hands-on Training for Department of Navy	Landmark 3 - 1st floor
3:30 p.m. - 4:40 p.m.	Citibank® Custom Reporting System – Creating Reports, Hands-on Training for New Users	Landmark 6 - 1st floor
7:00 p.m. - 10:00 p.m.	Citibank's Meet Me at the Fair Party	America's Center - Exhibition Hall 3*
<b>Wednesday, August 2nd</b>		
8:00 a.m. - 5:00 p.m.	Citibank Welcome Center	Majestic C - 2nd floor
8:00 a.m. - 5:00 p.m.	Citibank Technical Demonstration Center	Landmark 5 - 1st floor
8:00 a.m. - 9:10 a.m.	A Training Guide for the New A/OPC	Majestic D - 2nd floor
8:00 a.m. - 9:10 a.m.	Citibank® Fleet Card Overview	Majestic E - 2nd floor
8:00 a.m. - 9:10 a.m.	CitiDirect® Card Management System, Hands-on Training for Experienced Users	Landmark 3 - 1st floor
8:00 a.m. - 9:10 a.m.	Citibank® Custom Reporting System – The Basics, Hands-on Training for New Users	Landmark 6 - 1st floor
9:30 a.m. - 10:40 a.m.	A Training Guide for the Experienced A/OPC	Majestic D - 2nd floor
9:30 a.m. - 10:40 a.m.	National Industries for the Blind	Majestic E - 2nd floor
9:30 a.m. - 10:40 a.m.	CitiDirect® Card Management System, Hands-on Training for Department of Navy	Landmark 3 - 1st floor
9:30 a.m. - 10:40 a.m.	Citibank® Custom Reporting System for the Purchase Card, Hands-on Training for Advanced Users	Landmark 6 - 1st floor
12:30 p.m. - 1:40 p.m.	Disputes – Resolution Without Delay	Majestic D - 2nd floor
12:30 p.m. - 1:40 p.m.	Information Security and Identity Theft	Majestic E - 2nd floor
12:30 p.m. - 1:40 p.m.	CitiDirect® Card Management System, Hands-on Training for New Users	Landmark 3 - 1st floor
12:30 p.m. - 1:40 p.m.	Citibank® Custom Reporting System for Travel Card, Hands-on Training for Advanced Users	Landmark 6 - 1st floor
2:00 p.m. - 3:10 p.m.	How to Use Citibank® Online Statements	Majestic D - 2nd floor
2:00 p.m. - 3:10 p.m.	Benchmarking the Success of Your Program	Majestic E - 2nd floor
2:00 p.m. - 3:10 p.m.	Citibank® Travel Card Administration Using Electronic Solutions, Hands-on Training for Experienced Users	Landmark 3 - 1st floor
2:00 p.m. - 3:10 p.m.	Citibank® Custom Reporting System – Using Filters, Hands-on Training for Advanced Users	Landmark 6 - 1st floor
3:30 p.m. - 5:00 p.m.	Citibank® Travel Card Roundtable	Majestic D - 2nd floor
3:30 p.m. - 5:00 p.m.	Citibank® Purchase Card Roundtable	Majestic E - 2nd floor
3:30 p.m. - 4:40 p.m.	CitiDirect® Card Management System, Hands-on Training for Experienced Users	Landmark 3 - 1st floor
3:30 p.m. - 4:40 p.m.	Citibank® Custom Reporting System – Creating a Report, Hands-on Training for New Users	Landmark 6 - 1st floor
<b>Thursday, August 3rd</b>		
8:00 a.m. - 1:00 p.m.	Citibank Welcome Center	Majestic C - 2nd floor
8:00 a.m. - 1:00 p.m.	Citibank Technical Demonstration Center	Landmark 5 - 1st floor
8:00 a.m. - 9:10 a.m.	Technology Enhancements for Department of Navy Purchase Card Program	Majestic F - 2nd floor
8:00 a.m. - 9:10 a.m.	Citibank® Custom Reporting System for the Travel Card, Hands-on Training for Advanced Users	Landmark 6 - 1st floor
9:30 a.m. - 10:40 a.m.	Citibank and Visa Presentation	Majestic D - 2nd floor
9:30 a.m. - 10:40 a.m.	Citibank and MasterCard Presentation	Majestic E - 2nd floor
9:30 a.m. - 11:00 a.m.	The Department of Navy Roundtable	Majestic F - 2nd floor
9:30 a.m. - 10:40 a.m.	Citibank® Custom Reporting System for the Purchase Card, Hands-on Training for Advanced Users	Landmark 6 - 1st floor
9:30 a.m. - 10:40 a.m.	Citibank® Online Statements and the Citibank® Electronic Reporting System, Hands-on Training for Experienced Users	Landmark 3 - 1st floor
12:30 p.m. - 2:00 p.m.	Preventing Fraud and Misuse in Your Card Program	Majestic D - 2nd floor
2:00 p.m. - 3:10 p.m.	Citibank® Program Audit Tool for Department of Navy	Landmark 3 - 1st floor